



## UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov



Bib Data Sheet

CONFIRMATION NO. 6624

<b>SERIAL NUMBER</b> 10/090,522	<b>FILING DATE</b> 03/04/2002 <b>RULE</b>	<b>CLASS</b> 379	<b>GROUP ART UNIT</b> 2643	<b>ATTORNEY DOCKET NO.</b> 01-4008
------------------------------------	---	---------------------	-------------------------------	---------------------------------------

**APPLICANTS**

Patrick Peterson, Cambridge, MA;  
Bernhard Suhm, Cambridge, MA;  
Yvette Tenney, Belmont, MA;  
Daniel McCarthy, Natick, MA;  
Patrick McHugh, Belmont, MA;  
Peter Dick, Melrose, MA;

**\*\* CONTINUING DATA \*\*\*\*\***

THIS APPLN CLAIMS BENEFIT OF 60/273,710 03/05/2001  
AND CLAIMS BENEFIT OF 60/276,266 03/15/2001

**\*\* FOREIGN APPLICATIONS \*\*\*\*\***

NONE R.S

**IF REQUIRED, FOREIGN FILING LICENSE GRANTED**

\*\* 03/27/2002

Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<b>STATE OR COUNTRY</b> MA	<b>SHEETS DRAWING</b> 43	<b>TOTAL CLAIMS</b> 22	<b>INDEPENDENT CLAIMS</b> 6
35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance				
Verified and Acknowledged Examiner's Signature _____ Initials _____				

**ADDRESS**

Leonard C. Suchyta  
c/o Christian Andersen  
Verizon Services Group  
600 Hidden Ridge, HQE03H01  
Irving, TX 75038

**TITLE**

System and method for assessing a call center

<b>FILING FEE RECEIVED</b> 1028	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees
		<input type="checkbox"/> 1.16 Fees ( Filing )
		<input type="checkbox"/> 1.17 Fees ( Processing Ext. of time )
		<input type="checkbox"/> 1.18 Fees ( Issue )
		<input type="checkbox"/> Other _____
		<input type="checkbox"/> Credit